

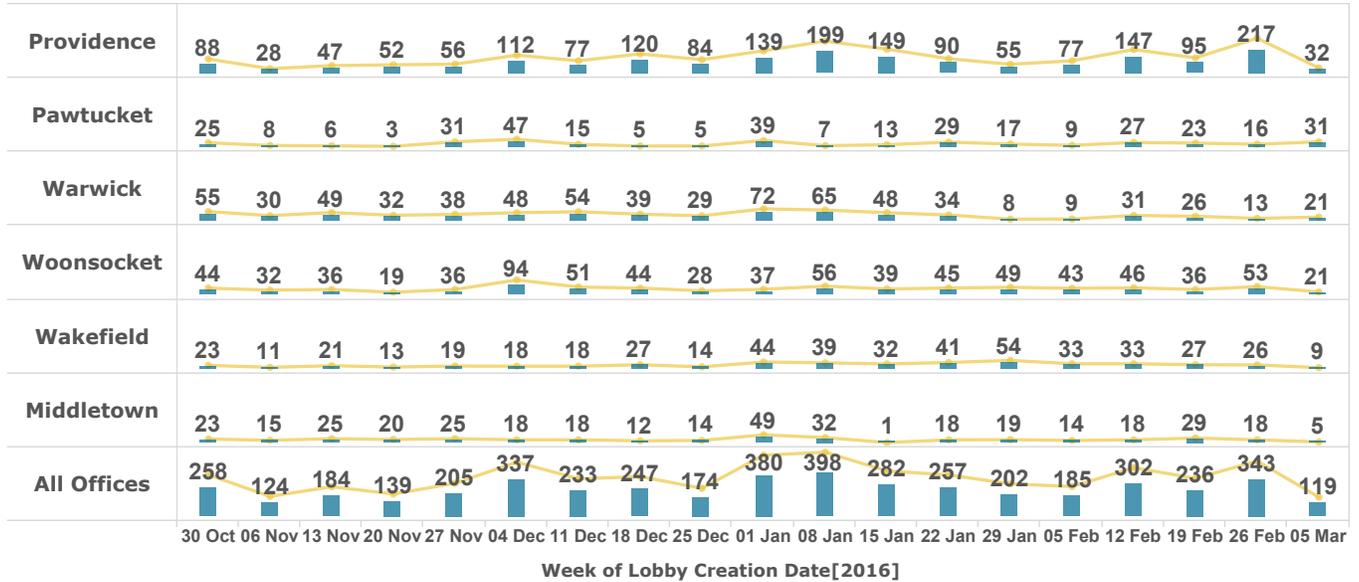
FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388
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SNAP Client Volume by Office[Tasks]

6,453

Weekly View by Office



This graph shows the weekly view of client volume (number of tasks associated with a SNAP case) at each office. This data also displays the weekly volume of tasks across all offices. This data only accounts for SNAP clients where a task has been created when an individual has been checked into the lobby. The State welcomes additional feedback on best practices for tracking clients where no task is created through an automated process. A list of the actual tasks have been included in a separate spreadsheet.

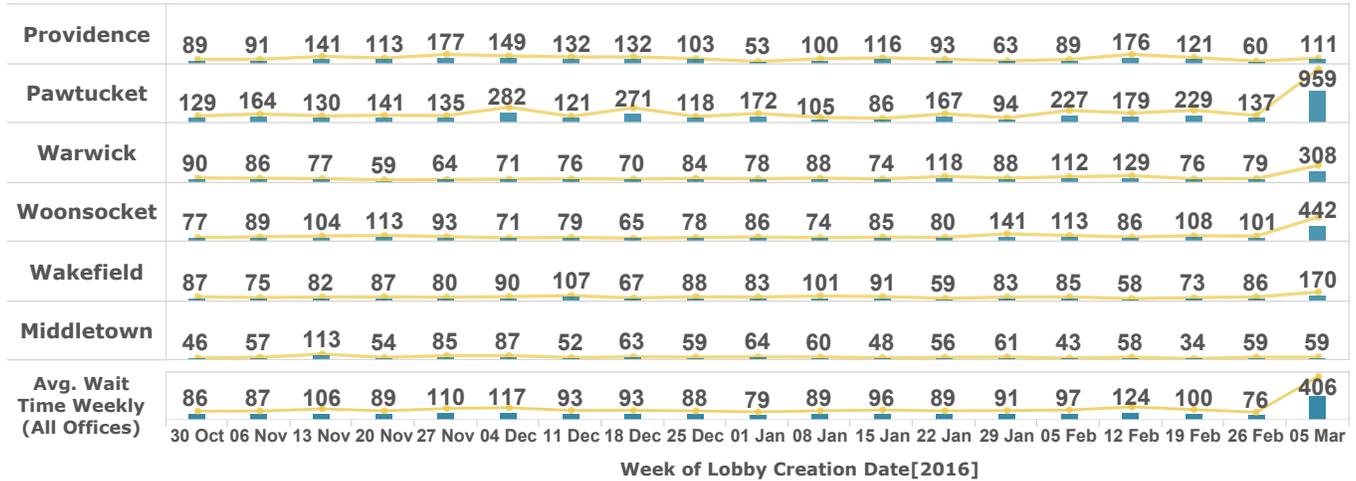
FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388
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Average Wait Time of SNAP Clients by Office [Minutes]

101

Weekly View by Office



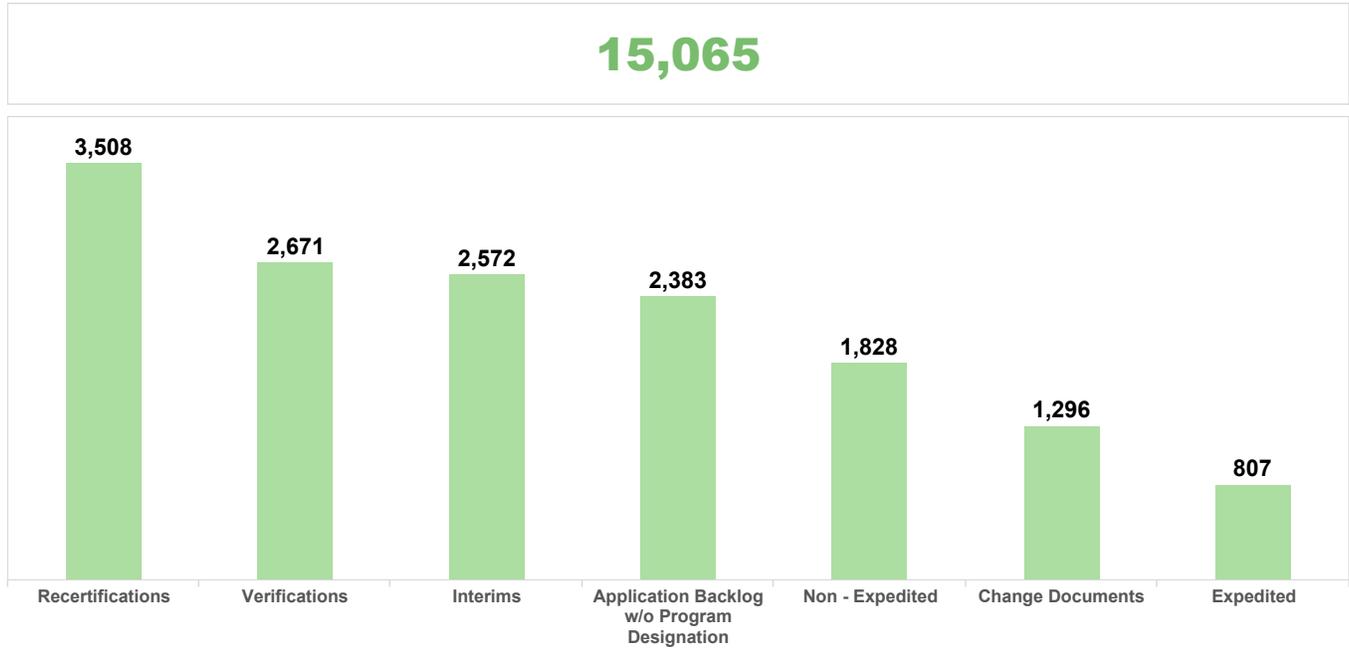
Avg. Wait time of SNAP clients - This graph shows the weekly view of the average time SNAP specific clients are waiting in each office. This data assumes that a family on multiple programs is coming into the office to be served for SNAP even if they are checking on the status of additional programs (i.e. Medicaid, Child Care, etc.). The wait times represented in this list are for the same population represented in the 'Volume of SNAP clients' report. Daily wait times are tracked in a separate spreadsheet which is included.

The State tracks wait time from the point of arrival to a check in booth, at which point a ticket is issued. All clients are required to proceed to security before reaching the ticket booth, limiting our ability to track clients before this point. We are currently using the best means available of tracking, including the same tracking methodology used at other State offices such as the Department of Motor Vehicles. We look forward to any suggestions that you may have in helping us better track wait times in our offices.

FNS Report

Volume of SNAP Clients	Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388
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SNAP Case Documents



SNAP Case Documents - This graph shows the number of SNAP Case documents which have been scanned and indexed and falls under the following categories – Interims, Recertification’s, Expedited SNAP, Change Documents, Verifications, and Non-Expedited SNAP. There is also a designation included called ‘Application backlog w/out Program Designation which accounts for applications which have been scanned and indexed however no program has been assigned during the application registration process (application registration still in progress for this population). The data is included in this report and will be incorporated into the FNS backlog template following the submission of the corrective action plan responses.

FNS Report

Avg. Wait Time of SNAP Clients	SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	S N A..
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SNAP Cases Terminated

17,975

Weekly View

Providence	29	414	300	137	51	33	670	932	40	56	697	43	948	92	1,796	106	108	30
Pawtucket	20	209	141	58	20	15	329	503	22	24	368	27	566	35	1,102	43	65	13
Woonsocket	15	153	104	52	27	14	265	324	15	17	262	28	322	30	732	44	46	6
Wakefield	5	85	64	30	9	6	162	155	12	11	128	11	167	10	386	15	20	2
Warwick	4	86	51	36	4	10	154	194	10	8	148	14	219	15	438	33	33	8
Middletown		41	17	11	3	6	59	87	1	7	71	5	106	13	183	14	19	5
DHS Central Operations															2			
Grand Total	73	988	677	324	114	84	1,639	2,195	100	123	1,674	128	2,328	195	4,639	255	291	64
	Nov 06	Nov 13	Nov 20	Nov 27	Dec 04	Dec 11	Dec 18	Dec 25	Jan 01	Jan 08	Jan 15	Jan 22	Jan 29	Feb 05	Feb 12	Feb 19	Feb 26	Mar 05

Week of Eligibility Authorization Date [2016]

SNAP Cases Terminated - This graph shows the number of SNAP Cases terminated as a result of a processed change or other ineligibility factor (to include non-receipt of recertification packets). The date displayed is the date that eligibility is authorized for a cases which was terminated. The requested terminations and reasons are included in a separate more detailed report as requested. Please note that an individual case can be terminated for more than one reason. For example if an individual exceeds the gross income limit, net income limit, and has an FPL > 130% then three records will be counted in the detailed reason report however this summary report shows the case terminated one time.

FNS Report

SNAP Case documents	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Ca II C..
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SNAP Monthly Benefit Issuance

NOV - 2016	DEC - 2016	JAN - 2017	FEB - 2017	MAR - 2017
\$21,680,602	\$21,673,688	\$20,776,573	\$20,380,136	\$20,224,519

Daily Benefit Issuance

NOV - 2016	\$1,709,742
DEC - 2016	\$1,773,949
JAN - 2017	\$1,982,292
FEB - 2017	\$2,005,023
MAR - 2017	\$615,402
Grand Total	\$9,596,868

SNAP Benefit Issuance - This view shows the amount of Monthly Benefit Issuance for the month of October, November, December, and January along with its corresponding daily issuance amount. The monthly numbers represent the amount issued at the time of the monthly batch issuance process where as the daily number represents daily transactions which occur throughout the month. The daily issuance amount would change due to retroactivity taking place on the daily basis. The total number of cases with duplicate issuance since the last report was 7 cases. All 7 cases were as a result of manual issuances and none as a result of system issues.

FNS Report

SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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FNS - 388

State Issuance and Participation Estimates		Current Month - March	Previous Month - February	Second Preceding Month - January
 State of Rhode Island Department of Human Services				
Report ID: FNS-388		Run Date: 03/06/2017		
Report Period: 03/2017		Run Time: 10:35:08AM		
State Issuance and Participation Estimates		Current Month - March	Previous Month - February	Second Preceding Month - January
Issuance (Dollars)		\$21,135,695.11	\$22,254,456.36	\$22,872,202.24
Number of Participating People		153,106	161,936	168,521
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)				156,649
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)				11,872
Number of Participating Households		93,536	98,259	101,103
(a) Non Assistance (see Special Instructions for March and September Reporting of this Item)				98,782
(b) Public Assistance (see Special Instructions for March and September Reporting of this Item)				2,321

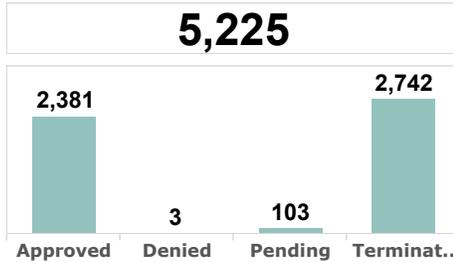
This displays the current FNS-388 report executed as of 03/06/2017.

FNS Report

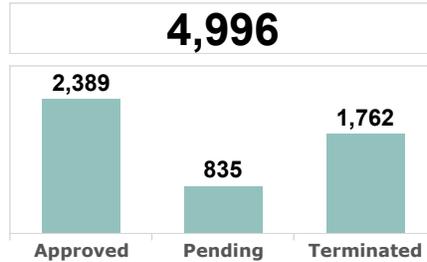
SNAP Case ..	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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Recertifications

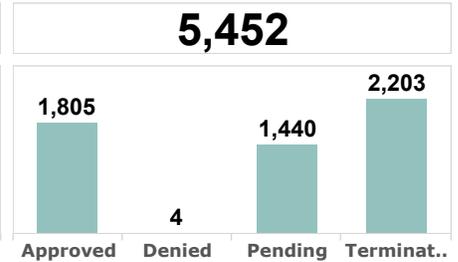
December - Recertifications



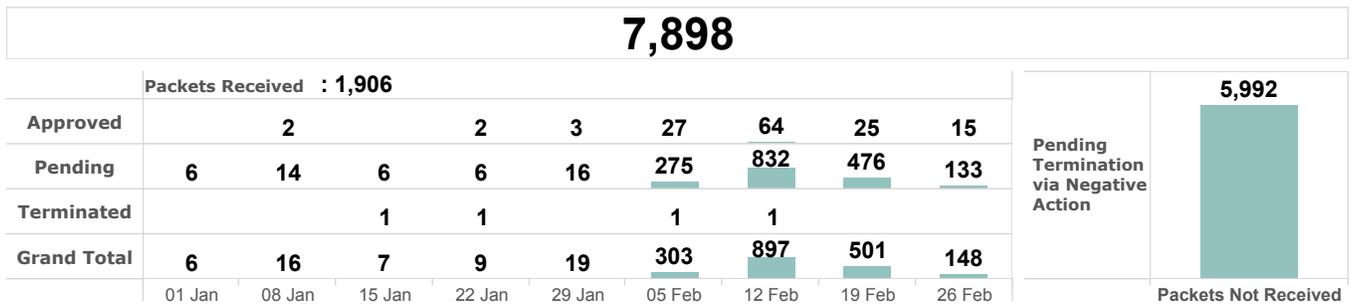
January - Recertifications



February - Recertifications



March - Recertifications

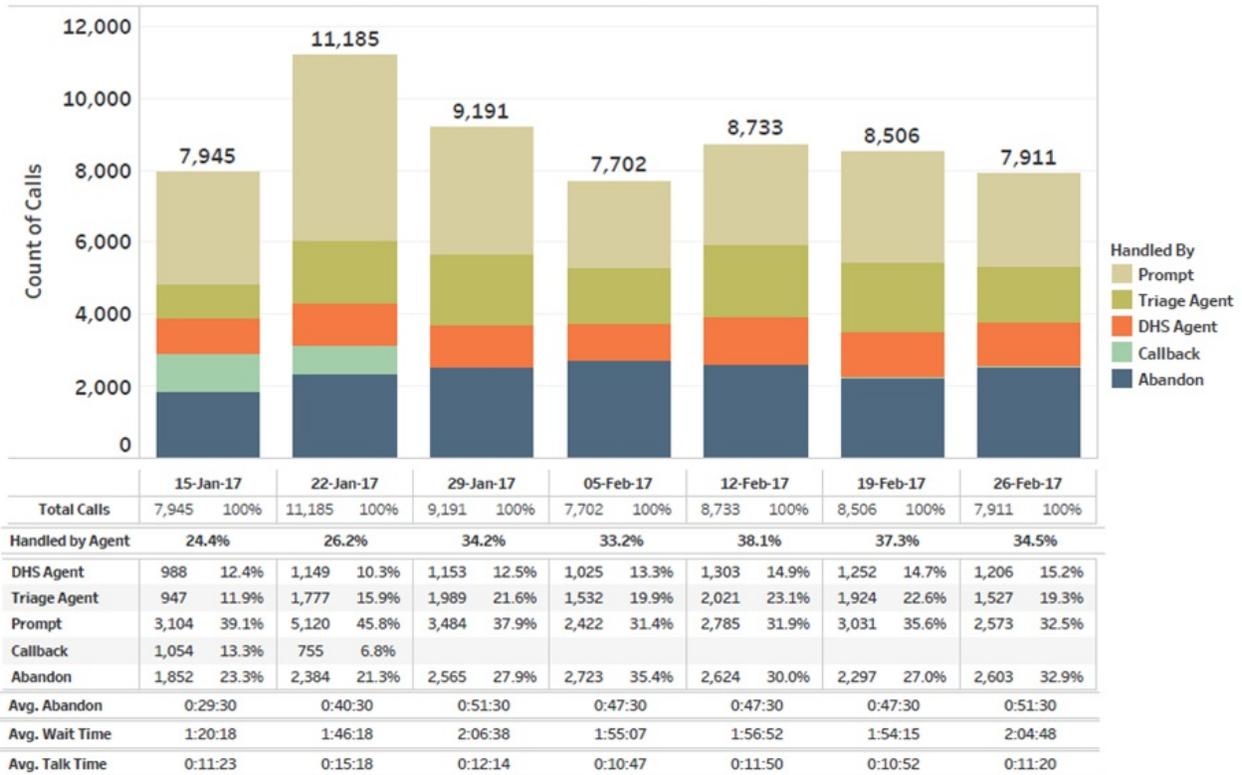


SNAP Recertification Packets Received - The data represented in this graph represents the number of individuals who were up for recertification in a given month. Data in past months remains consistent with what was reported historically for these months. Past recertification data is a snapshot of the data at the end of the month of the recertification period. The current month recertifications (February) will represent the current status and the numbers will continue to change through the end of the month.

FNS Report

SNA P Ca se ..	SNAP Cases Terminated	SNAP Benefit Issuance	FNS - 388	SNAP Recertification Packets Received	Call Center Metrics
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DHS Call Center Dashboard - Week Beginning 1/15/17 - Week Beginning 2/26/17

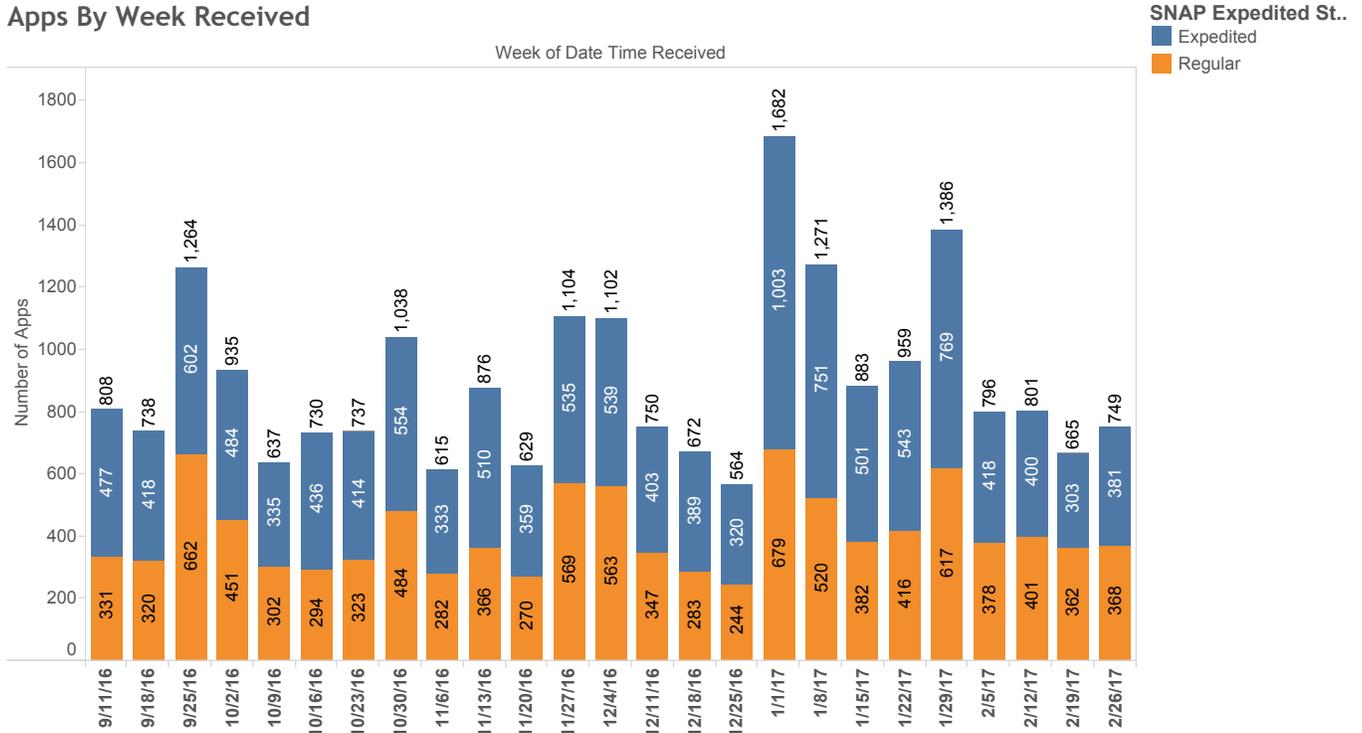


	15-Jan-17	22-Jan-17	29-Jan-17	05-Feb-17	12-Feb-17	19-Feb-17	26-Feb-17
Total Calls	7,945 100%	11,185 100%	9,191 100%	7,702 100%	8,733 100%	8,506 100%	7,911 100%
Handled by Agent	24.4%	26.2%	34.2%	33.2%	38.1%	37.3%	34.5%
DHS Agent	988 12.4%	1,149 10.3%	1,153 12.5%	1,025 13.3%	1,303 14.9%	1,252 14.7%	1,206 15.2%
Triage Agent	947 11.9%	1,777 15.9%	1,989 21.6%	1,532 19.9%	2,021 23.1%	1,924 22.6%	1,527 19.3%
Prompt	3,104 39.1%	5,120 45.8%	3,484 37.9%	2,422 31.4%	2,785 31.9%	3,031 35.6%	2,573 32.5%
Callback	1,054 13.3%	755 6.8%					
Abandon	1,852 23.3%	2,384 21.3%	2,565 27.9%	2,723 35.4%	2,624 30.0%	2,297 27.0%	2,603 32.9%
Avg. Abandon	0:29:30	0:40:30	0:51:30	0:47:30	0:47:30	0:47:30	0:51:30
Avg. Wait Time	1:20:18	1:46:18	2:06:38	1:55:07	1:56:52	1:54:15	2:04:48
Avg. Talk Time	0:11:23	0:15:18	0:12:14	0:10:47	0:11:50	0:10:52	0:11:20

FNS Report

Applications by Week Received	Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedit ed ..
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Apps By Week Received

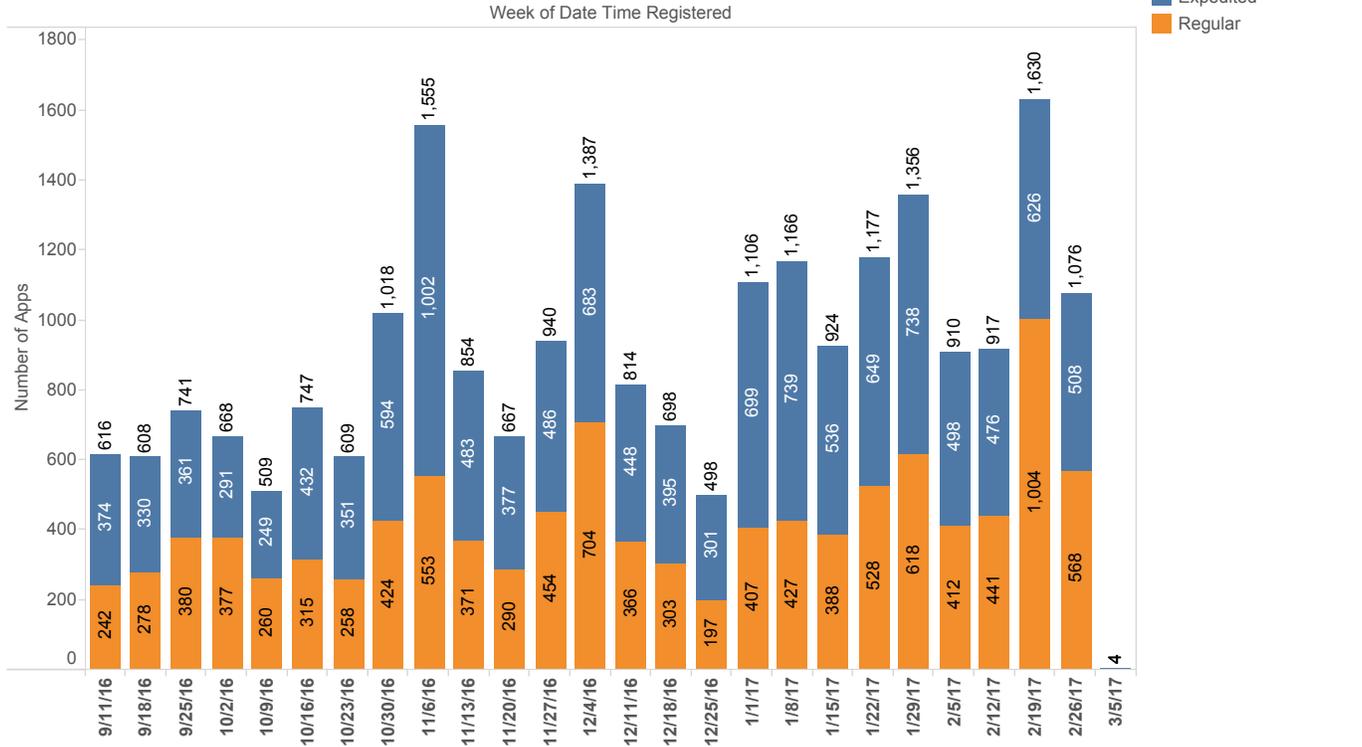


This graph shows the number of SNAP applications by the week in which they were received. Received date is defined based on the date stamp on the application corresponding to the day when the applicant filed their paperwork with DHS. Applications are defined as DHS-2 Applications, or those documents indexed as DHS-2 Applications. It is possible that mis-indexed documents will show up in this count, and if they are re-indexed these values will change. This graph shows all applications, work in progress and determined.

FNS Report

Applications by Week Received	Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedit ed ..
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Apps by Week Registered

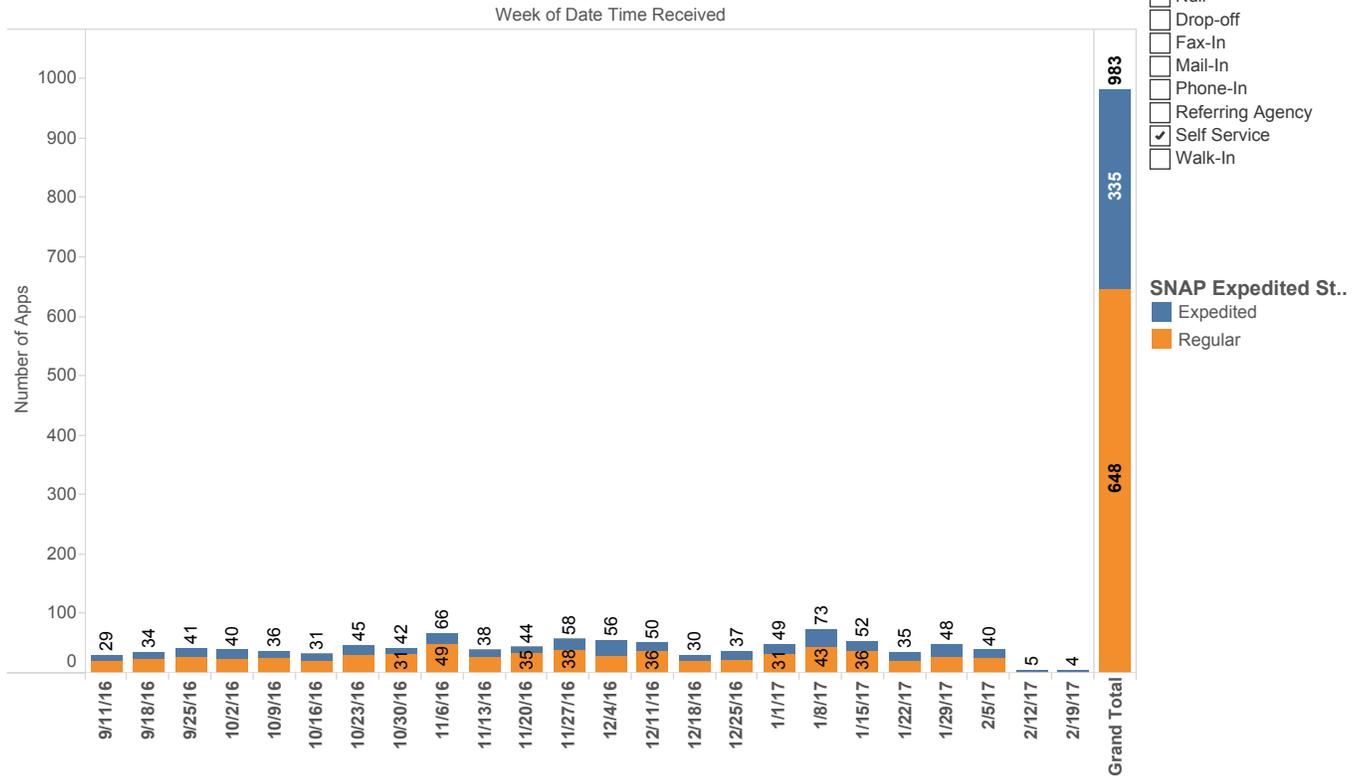


This graph shows the number of SNAP applications by the week in which they were registered (put in to RI Bridges). Registered date is the date on which a clerical worker took the paper form and entered it in to the system to be worked by an eligibility technician. This graph shows all applications, work in progress and determined.

FNS Report

Applications by Week Received	Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Exp edit ed ..
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Online Apps by Week Received

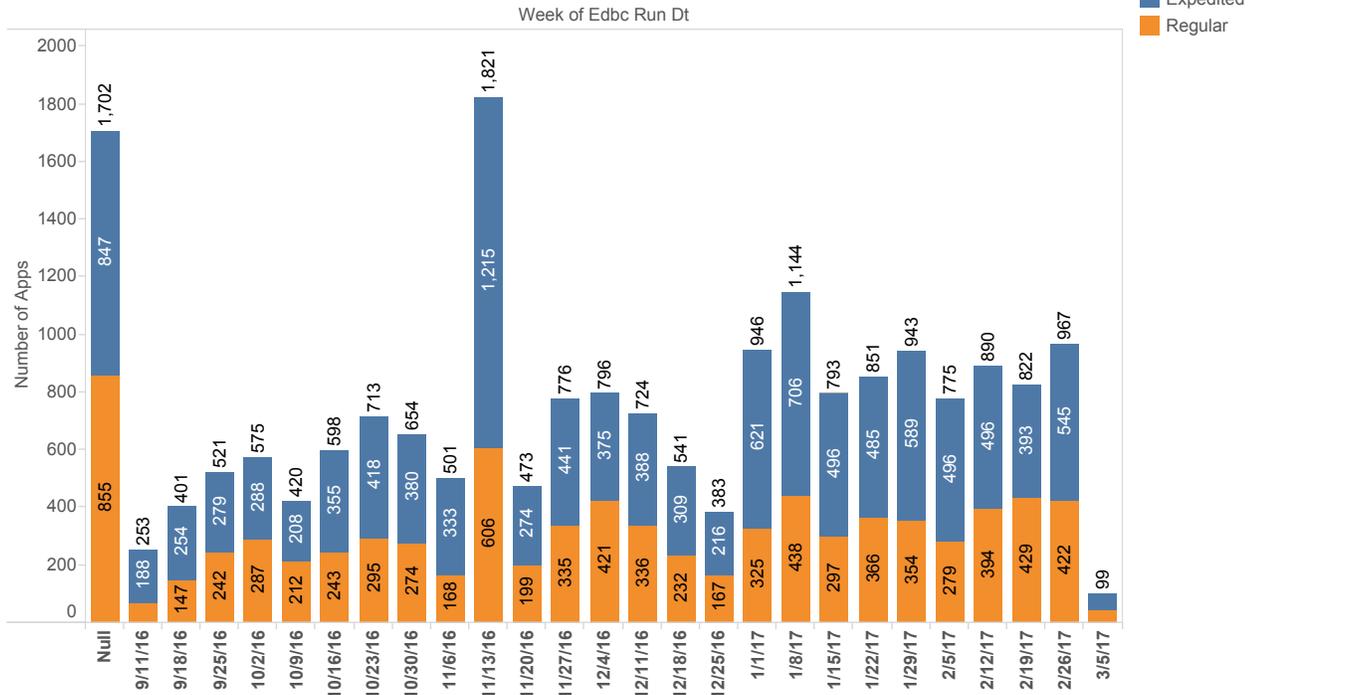


This graph shows the number of SNAP applications submitted through the self service portal by the week in which they were received. This graph shows all applications, work in progress and determined.

FNS Report

Applications by Week Registered	Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	Regu l..
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Weekly Determinations

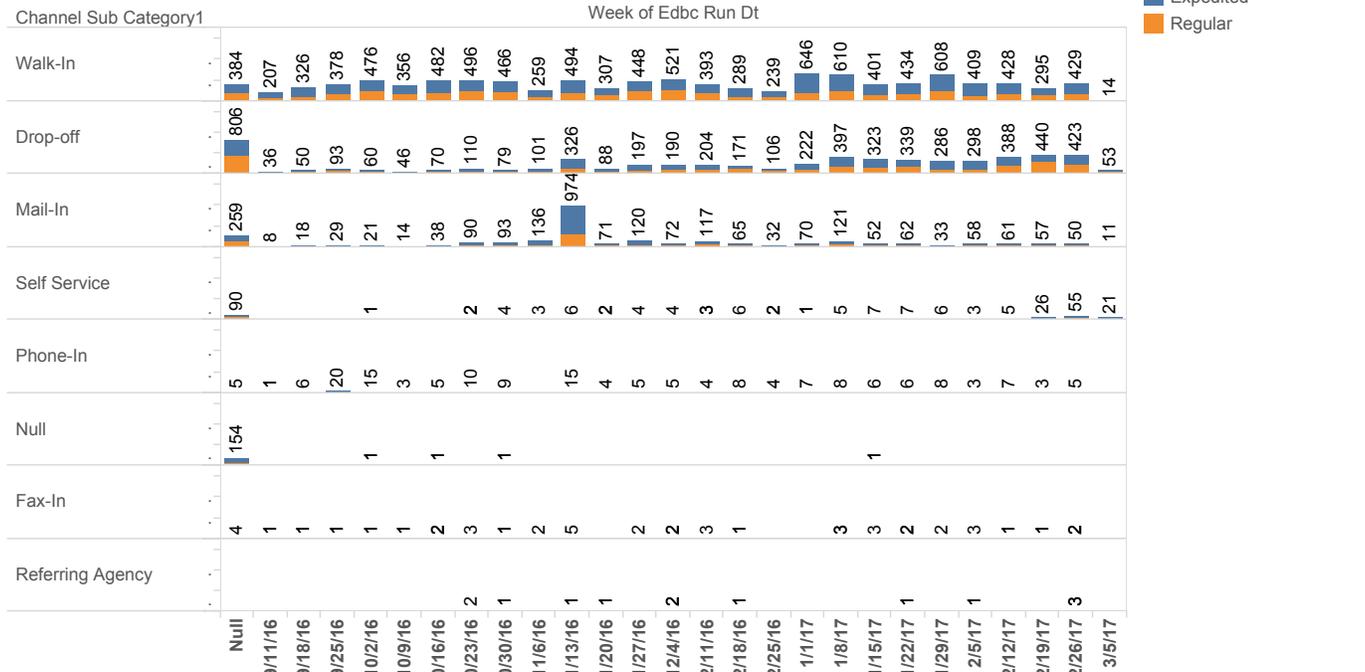


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncrasies.

FNS Report

Online Applications Received by Week	Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days f..
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Weekly Determinations by Channel

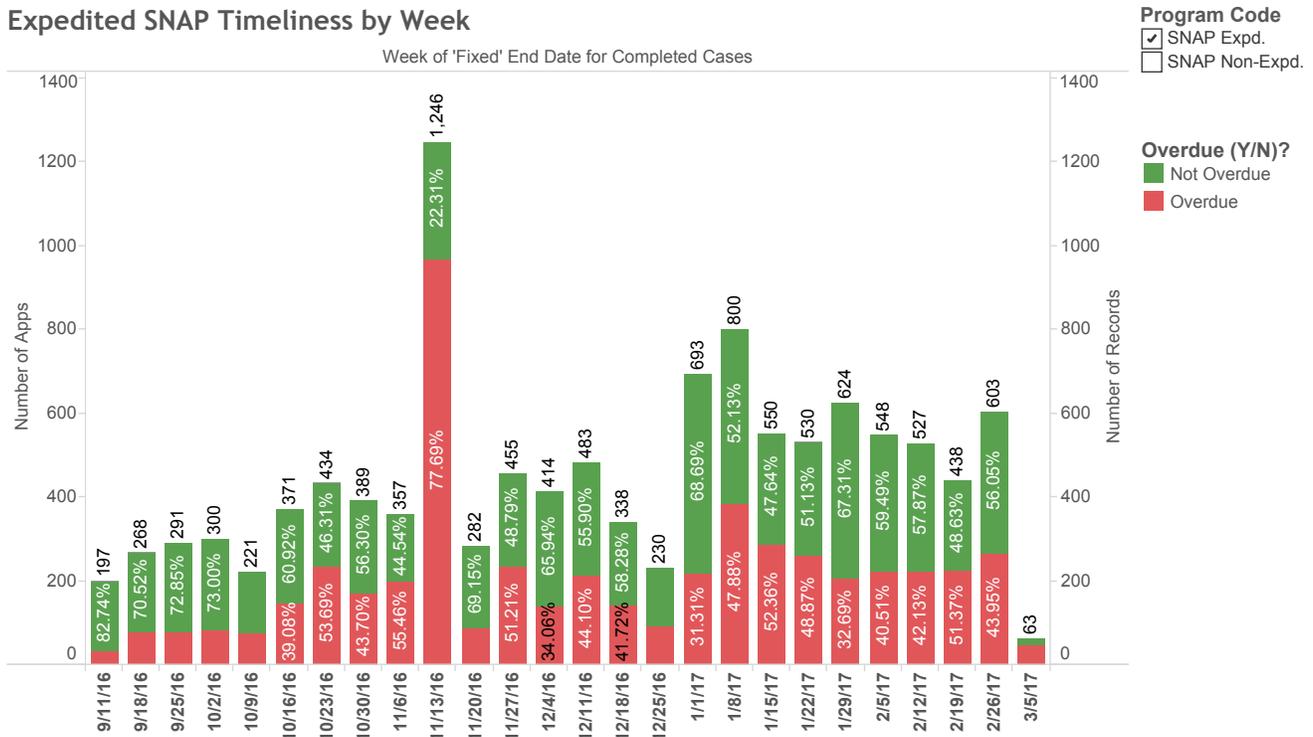


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncracies.

FNS Report

Weekly Determinations	Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	W IP R..
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Expedited SNAP Timeliness by Week

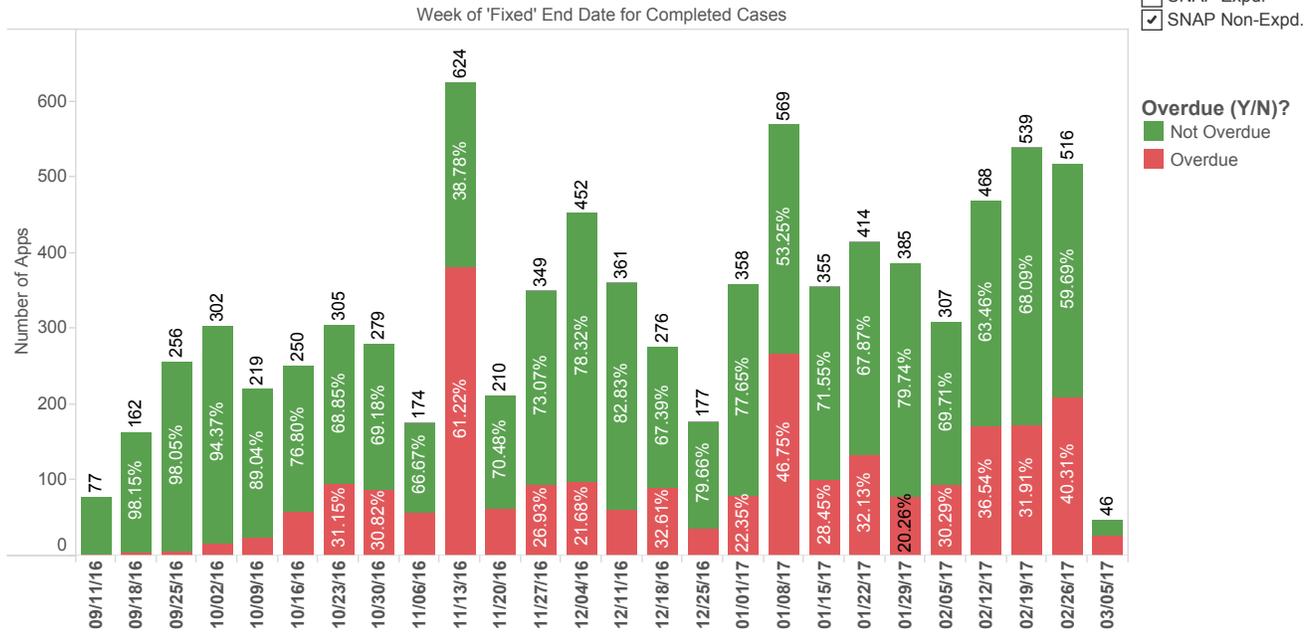


This graph shows the number of determinations by week for SNAP applications, and whether those applications were expedited or regular, by the channel through which that application was submitted. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncracies.

FNS Report

Weekly Determinations by Channel	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP E..
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Regular SNAP Timeliness by Week

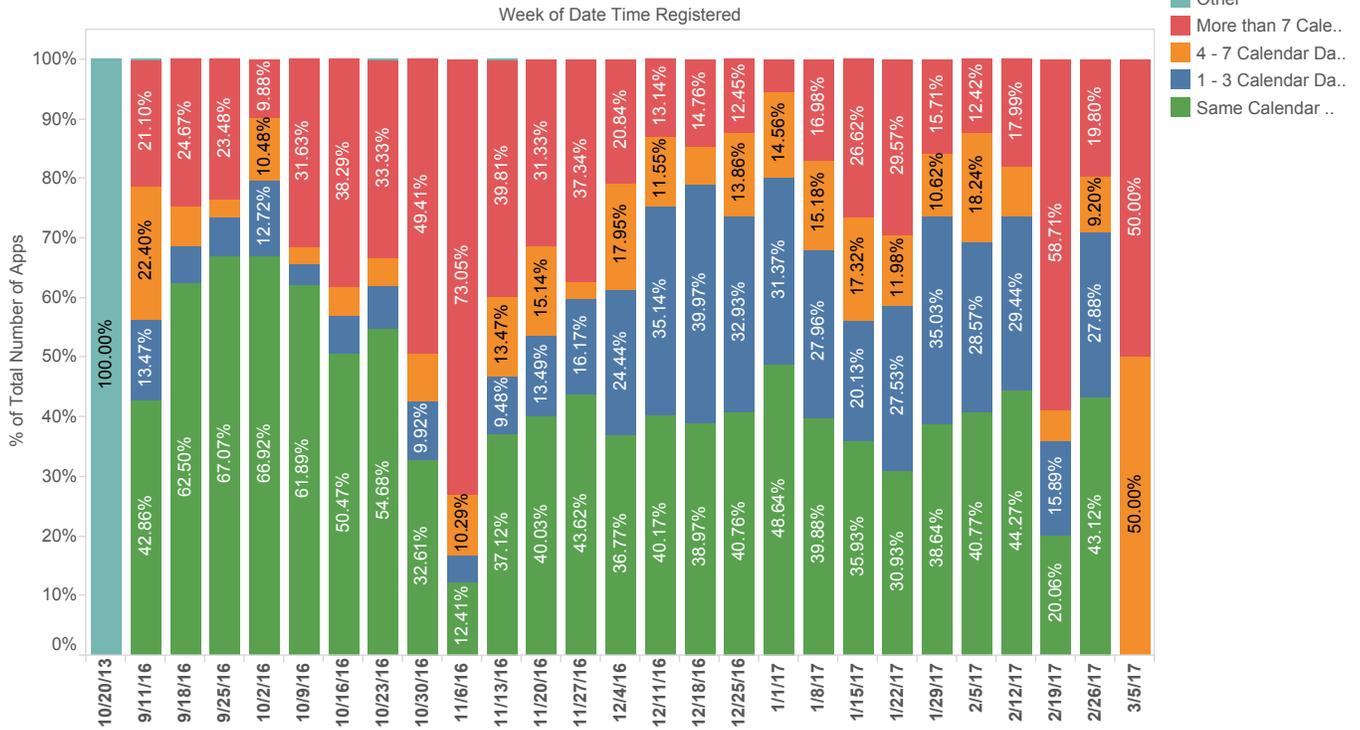


This graph shows the number of regular determinations by week for SNAP applications, and whether those applications were determined within 30 days or receipt, or not. The days are calculated as the number of days from date application received and the date the final eligibility determination was rendered. This does not take in to account any weekends, holidays or anything else. It simply counts the number of days from received to eligibility rendered. Consequently, it is the most aggressive timeliness measure that we could use. The date used is the last date eligibility was run according to a custom extract from RI Bridges created in December 2016 for management purposes. This date is different from previous reports, and therefore data may differ. We continue to refine this data and extract to be as accurate as possible, and are investigating any "null" results or idiosyncracies

FNS Report

Weekly Det..	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP Expedited Applications Excel
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Days From Received to Registered



This graph shows the percent of applications that were registered in that week, by the number of days it took from received date to registered date. The formula counts the number of days, regardless of weekends or holidays. Anything marked same calendar day was received and registered the same day; 1 calendar day the next day, etc. Our goal is to register everything within 2 calendar days.

FNS Report

Weekly Det..	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP Expedited Applications Excel
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WIP Regular Applications Excel

Responsibility Status	FNS Regular Bins					Grand Total
	30 Days or Fewer	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 + Days	
Client	245	306	167	93	48	859
DHS	428	175	85	120	153	961
Not assigned	5	1	2			8
Grand Total	678	482	254	213	201	1,828

This table shows for all work-in-progress (applications awaiting determination) the number of calendar days they have been pending since receipt. This is divided in to "responsibility status." To better define application status, we have developed a custom data query and split the responsibility based on the definitions below. We anticipate continuing to refine these statuses. We are actively using this chart to investigate why applications have been work in progress for a significant period of time, including any technical, system or operational issues.

Responsibility status is defined as follows:

Client - Includes any application where an application is pending more information from a client, or where an interview has been scheduled, or an interview was missed by the client. This category also includes any application where RDOC was issued and the due date for that RDOC submission has passed. However, these applications have not yet been denied by an eligibility technician or by RI Bridges for failure to submit documentation

DHS - Includes any application awaiting initial processing (intake) or final processing once an interview has been held or an applicant supplied additional information and an eligibility determination can now be made.

Not assigned - Includes applications that have been authorized for payment, and/or reached an eligibility determination but not authorized, but remain in a "case pending" status. We are working through any applications that fall in to this category to understand any system, process or technical issues that may be holding up the application.

FNS Report

Weekly Det..	Expedited SNAP Timeliness	Regular SNAP Timeliness	Days from Registered to Received	WIP Regular Applications Excel	WIP Expedited Applications Excel
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WIP Expedited Applications Excel

Responsibility Status	FNS Expedited Bins						Grand Total
	7 Days or Less	8 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	120 + Days	
Client	45	95	240	78	23	24	505
DHS	19	44	106	50	34	44	297
Not assigned		1	4				5
Grand Total	64	140	350	128	57	68	807

This table shows for all work-in-progress (applications awaiting determination) the number of calendar days they have been pending since receipt. This is divided in to "responsibility status." To better define application status, we have developed a custom data query and split the responsibility based on the definitions below. We anticipate continuing to refine these statuses.

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